**Dennis E. Warren**   
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Grosse Pointe, Michigan

**WORK EXPERIENCE**

**Micro Focus US INC 2011 - 2015**   
S**enior Support Engineer** **07/2011 – 07/2015**• Provide Second Level telephone Support for COBOL compiler product customers  
• Train users over the phone and online meetings on how to download/install/license the compiler   
• Troubleshoot client technical issues – system errors, data issues, performance issues, etc. in a timely manner while manning an inbound email and phone queue.  
• Log customer interactions, recording details of inquiries, complaints, and comments, as well as actions taken   
• Keep Clients informed of progression with issues and provide follow up as necessary through written or verbal communications.  
• Document and escalate issues as necessary to Development, Product and Support Teams.  
• Collaborate with other departments or offices as necessary to expedite client resolutions.  
• Promote and maintain a high quality, professional, service-oriented image among clients Group for answers  
\* Provide assistance and training for First Level Support

**U.S. Postal Service 2009 – 2010  
City Letter Carrier 06/2009 – 06/2010**\* Traveled established routes, in government vehicle, delivering and collecting mail  
\* Faced many natural hazards, such as extreme temperatures and wet and icy roads and sidewalks   
\* Courteous and tactful when dealing with the public, especially when answering questions or receiving complaints

**ABN AMRO Corporation 1996 - 2006  
Programmer/Analyst (ABN AMRO Mortgage Group) 1999 - 2006**  
\* Provided maintenance/development/support of Micro Focus COBOL code on HP 11i UNIX machine using Oracle 7 and Oracle 9i databases.   
\* Developed Y2K modifications for programs prior to migration from Unisys to UNIX machine   
\* Served as Technical Lead and developer on project to upgrade the printing of mortgage documents (application as well as closing) from a manual process on impact printers to an automated laser print system used by all branches in Michigan and Illinois.   
\* Served as Project Manager, Technical Lead and developer on project that resulted in the branches ability to automatically order and then print a customer's formatted credit report during the initial counseling session.   
\* Served as Technical Lead and Developer on project to automate mortgage disbursement process for all branches. Previous process required tellers manually type out checks and manually reconciling ledgers resulting in out-of-balance situations.   
\* Served as support person for Asset Based Lending Environment (ABLE) system which ran out of Chicago. Required supporting code on an HP MPE/ix system as well as regular travel to Chicago to meet with business users.   
\* Rotated being on call after hours support person for two week period with two other analysts

**Programmer/Analyst (Visa Department) 1996 - 1999**  
\* Maintained COBOL 67 programs on a Unisys midrange system.   
\* Maintain COBOL 85 programs on Unisys A-series mainframe with DMSII database using CANDE and WFL.   
\* Monitor vendor supplied code and served as administrator on a Tandem Unix box.   
\* Served as after-hours support person for Tandem Unix box.   
\* Created ad-hoc reports based on user requests

**Unisys Corporation 1980 - 1994  
Supervisor (Customer Support) 1989 - 1994**  
\* Provide oversight/training for a staff of eight employees from 7 PM to 7 AM.   
\* Oversaw help desk that served as the single source of problem solutions for internal users from around the world.   
\* Worldwide clients could registered files that would be created on one mainframe and that needed to be transferred to another machine, by a specific time, for processing.

**Computer Operations 1980 - 1989**  
\* Worked on the front lines of data center operations - from batch processing to maintaining system response for online users including troubleshooting line and terminal problems - starting on a B6700 through to the A19 series mainframes.   
\* Responsible for the training and development of new hires and contract employees.

**EDUCATION**   
Some College Coursework Completed   
  
  
**REFERENCES**   
Available upon request